



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

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| SUBJECT HEALTH, SAFETY, AND RIGHTS | POLICY NO. 111.8 | EFFECTIVE DATE 04/01/96 | PAGE 1 of 2 |
| APPROVED BY: Original signed by: ARETA CROWELL Director | SUPERSEDES N/A | ORIGINAL ISSUE DATE 04/01/96 | DISTRIBUTION LEVEL(S) 1, 3 |

PURPOSE

- 1.1 To provide Los Angeles County Department of Mental Health (DMH) policy in compliance with the 1995 California State Health and Welfare Institutions Code, Title 9; Federal CAL-OSHA Mandates; and the Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation requirement for Rights, Health, and Safety.

POLICY

- 2.1 DMH provides a safe and secure environment for consumers and staff at mental health facilities.
 - 2.1.1 Proactive, ongoing efforts for training, planning and practice drills are held on a regular basis to respond to a variety of emergency needs. Following all quarterly emergency drills, procedures and responses are reviewed and analyzed for further improvement.
 - 2.1.2 An all encompassing form regarding building safety, hazardous waste, hazardous materials, and infectious disease control must be completed every six months. These reports are reviewed by the Administrative Support Bureau at DMH Headquarters; and action steps, if necessary, are planned and taken. This report is then kept on file at the Administrative Support Bureau at DMH Headquarters.
- 2.2 Patients' Rights
 - 2.2.1 DMH provides a Patient's Rights Bureau with staff which actively investigates reports of possible violation of patients' rights. Staff also respond to grievances filed regarding services clients receive.
 - 2.2.2 Proactive efforts are made to educate clients about their rights. The list of Patient's Rights are posted at all Mental Health Service Centers. It includes information on how to process the forms. Patient's Rights Handbooks are also given to the clients during their orientation and are available upon request.
 - 2.2.3 Client grievance forms are also available and posted at all sites, listing the names and telephone numbers to call and where to turn in the forms.



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2.2.4 All Patient's Rights and Grievance information is culturally sensitive and linguistically appropriate.

AUTHORITY

1995 California State Health and Welfare Institutions Code, Title 9
Federal CAL-OSHA Mandates
Commission on Accreditation of Rehabilitation Facilities Requirements